



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality and Customer Credit Reporting**  
**Quarterly Filing**

**Illinois Bell Telephone Company**  
**for Filing Period 1/1/2010 to 3/31/2010**  
**Tracking Number 3385**

**Performance Data - Code Part 730**

	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	1.62	1.82	1.66	1.70
B. Operator Answer Time - Information Section 730.510(a)(1)	4.43	3.63	4.18	4.08
C. Repair Office Answer Time Section 730.510(b)(1)	73.32 *	32.82	16.44	40.86
D. Business or Customer Service Answer Time Section 730.510(b)(1)	73.73 *	46.39	48.56	56.23
E. Percent of Service Installations Section 730.540(a)	98.15 %	98.19 %	98.39 %	98.24 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	95.00 %	96.56 %	95.72 %	95.73 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.30	1.13	1.47	1.30
H. Percent Repeat Trouble Reports Section 730.545(c)	7.84 %	9.39 %	9.35 %	8.86 %
I. Percent of Installation Trouble Reports Section 730.545(f)	9.93 %	10.14 %	9.72 %	9.93 %
J. Missed Repair Appointments Section 730.545(h)	1151	899	1007	1019
K. Missed Installation Appointments Section 730.540(d)	425	315	301	347

**Credit due in accordance with Section 732.30(a)**

Out of Service More Than 24 Hours	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$4,149.78	\$2,584.07	\$4,751.72	\$11,485.57
B. Number of credits issued for repairs - 24-48 hours	1230	752	1151	3133
C. Number of credits issued for repairs - 48-72 hours	129	76	128	333
D. Number of credits issued for repairs - 72-96 hours	30	21	47	98
E. Number of credits issued for repairs - 96-120 hours	14	7	23	44
F. Number of credits issued for repairs > 120 hours	16	9	9	34
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	5866	3463	4356	13685
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(b)**

Failure to Install Basic Local Exchange Service	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$28,663.28	\$14,048.91	\$3,862.91	\$46,575.00
B. Number of installations after 5 business days	153	57	50	260
C. Number of installations after 10 business days	6	2	0	8
D. Number of installations after 11 business days	28	16	6	50
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	1623	984	965	3572
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(c)**

Missed Appointments	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$78,800.00	\$60,700.00	\$65,400.00	\$204,900.00
B. Number of customers receiving credits	1564	1206	1296	4066
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Additional Information**

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